NORTEL NETWORKS

Enterprise Edge Voice Messaging
AMIS User Guide

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P0908528 Issue 01

Enterprise Edge Voice Messaging

Learning About AMIS

The Audio Messaging Interchange Specification (AMIS) is a telecommunication industry solution to networking remote voice message systems. AMIS provides voice messaging to different mailboxes located at different sites on a communication network.

A network, as it is referred to here, is a collection of offices, locations or sites connected by a telecommunication link. Each site on the network must have AMIS installed and be enabled to send, receive or reply to Network Messages.

Network voice messaging occurs between mailboxes located at different sites. For instance, a message recorded at an office in Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

Each site on an AMIS network is assigned a Network Identification Number. This number distinguishes a site's country location, long distance and area codes and phone number.

AMIS is simple to use and lets you send a mailbox message to any destination on a network. Sending messages to mailboxes at other sites requires you to know how to use Enterprise Edge Voice Messaging. This includes knowing how to open your mailbox, record, send and retrieve messages. If you need instructions about how to use Enterprise Edge Voice Messaging Features, refer to your *Enterprise Edge Quick Reference Guide* or your *Enterprise Edge Voice Messaging Reference Guide*.

Sending a message across an AMIS network is as easy as sending a voice message down the hall. There are three ways to send an AMIS Network Message. You can use:

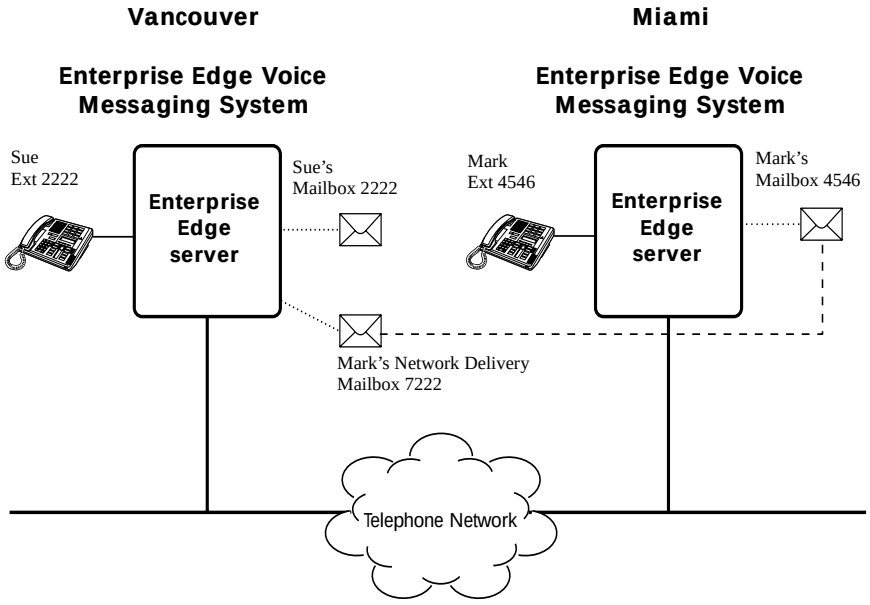
- Direct Addressing
- Site-Based Addressing
- Network Delivery Mailbox

See the figure Sending a network message on page 4 for an illustration of how AMIS network messages are sent.

The Site-Based Addressing information and the Network Delivery Mailbox numbers are set up by your System Administrator.

Note: Network messages can only be composed and sent from your mailbox. A network message **cannot** be sent by using the Leave Message Feature Code (Feature 9 8 0).

Sending a network message



The figure Sending a network message illustrates how network messages are sent between different company sites on the same network. In this example, Sue is working in the Vancouver office while Mark is working in the Miami office. To send AMIS messages they can use:

- Direct Addressing
- Site-Based Addressing
- Mark's Network Delivery Mailbox

If Mark in Miami wants to send a message to Sue in Vancouver, he must use either Direct Addressing or Site-Based Addressing. Mark cannot send a message using a Network Delivery Mailbox because Sue does not have a Network Delivery Mailbox on the Miami system.

Direct Addressing

Direct Addressing lets you specify where a voice message is delivered. You can send a voice message to any person inside or outside of your company who has an AMIS address.

To use Direct Addressing, Mark needs two pieces of network delivery information before he can send the message. He must obtain the office phone number in Vancouver and he must know Sue's mailbox number. After he records the message and enters the network delivery information the network message is automatically delivered to Sue's mailbox.

Site-Based Addressing

Site-Based Addressing lets you specify where a voice message is delivered. You can send a voice message to any person inside or outside of your company who has an AMIS address.

To use Site-Based Addressing, Mark needs two pieces of network delivery information before he can send the message. He must obtain Vancouver's site prefix from his Miami System Administrator and he must have Sue's mailbox number (2222) in Vancouver. After he records the message and enters the network delivery information, the network message is automatically delivered to Sue's mailbox.

Network Delivery Mailbox

Network Delivery Mailboxes allow callers at one site to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number identifying the destination site phone number, Line or Pool number, and Destination Mailbox number.

When you select a Network Delivery Mailbox, Enterprise Edge Voice Messaging automatically sends the message to the network address and mailbox you select. Enterprise Edge Voice Messaging automatically accesses the specified line, dials the destination site phone number and transmits the Network Message to the Target Mailbox. You only record a voice message and select the Network Delivery Mailbox number.

Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is more convenient for Sue to send the message to Mark's Network Delivery Mailbox. To send a Network Delivery Mailbox message to Mark in Miami, Sue only needs to know Mark's Network Delivery mailbox number (7222). Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami.

Sending an AMIS Network Message using Direct Addressing

Direct Addressing lets you send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site's phone number and the mailbox number of the person you want to send a message to.

Note: Ask your System Administrator for the destination site's phone number and mailbox numbers.

To use Direct Addressing:

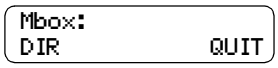
1. Press Feature 9 8 1.

2. Enter your password and press OK or 3.

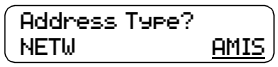
3. Press REC or 3.

4. At the tone, record your message and press OK to end the recording.

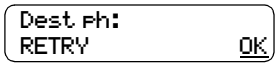
5. Press OK or # to accept the message. Press RETRY to erase and re-record the message. Press PLAY to play the message.



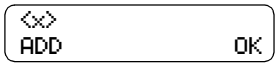
6. Press # #.



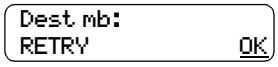
7. Press AMIS.



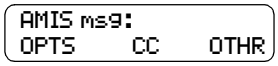
8. Enter the destination site phone number and press OK.



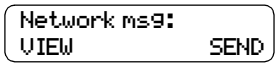
9. Press OK to accept the destination phone number which is represented here by the <x>. Press ADD to add pauses to the destination phone number.



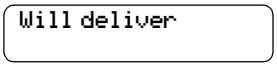
10. Enter the destination mailbox number and press OK.



11. Press OTHR to go to the next display and review or send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent, or Timed Delivery. Press CC to send the message to another recipient.



12. Press VIEW if you want to review the destination phone number and destination mailbox number that you entered. Press SEND to send the message now.



13. Press Rls to end this session.

Sending an AMIS Network Message using Site-Based Addressing

Site-Based Addressing lets you send a message to a mailbox at a different location on the network. When you use Site-Based Addressing to send your message, you must know the destination site's prefix and the mailbox number of the person you want to send the message to.

Ask your System Administrator for a list of the AMIS site prefixes and mailbox numbers on your network.

To use Site-Based Addressing:

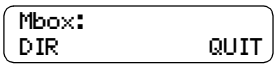
1. Press Feature 9 8 1.

2. Enter your password and press OK or #.

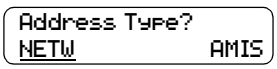
3. Press REC or 3.

4. At the tone, record your message and press OK to end the recording.

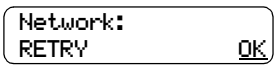
5. Press OK or # to accept the message. Press RETRY to erase and re-record the message. Press PLAY to play the message.



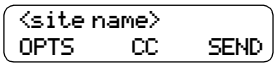
6. Press # #.



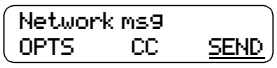
7. Press NETW.



8. Enter the AMIS site prefix and mailbox number and press OK or #.



9. Press SEND to send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent, or Timed Delivery. Press CC to send the message to another recipient.



10. Press SEND to send the message now.

11. Press Rls to end this session.

Sending a Network Message using a Network Delivery Mailbox

A Network Delivery Mailbox is a pre-programmed direct address to a mailbox at a different site on the AMIS network. Network Delivery Mailboxes are created by your System Administrator. To send a message using a Network Delivery Mailbox, all you need is the Network Delivery Mailbox number. Ask your System Administrator for a list of Network Delivery Mailboxes or to create a Network Delivery Mailbox for you.

To send a message using a Network Delivery Mailbox:

1. Press Feature 9 8 1.

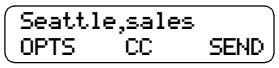
2. Enter your password and press OK or #.

3. Press REC or 3.

4. At the tone, record your message and press OK to end the recording.

5. Press OK or # to accept the message. Press RETRY to erase and re-record the message. Press PLAY to play the message.

6. Enter the Network Delivery Mailbox number.



7. Press SEND to send the message with a Normal Delivery Option. Press OPTS to assign message Delivery Options Certified, Urgent, or Timed Delivery. Press CC to send the message to another recipient.
   Seattle sales is an example. The Network Delivery Mailbox name appears in the display.

8. Press Rls to end this session.

Replying to Network Messages

When a Network Message is left in your mailbox, you can reply to the message using the Enterprise Edge Voice Messaging message Reply Feature. The Reply Feature must be enabled in order to reply to a message. For more information, see your System Administrator.

To reply to a Network Message:

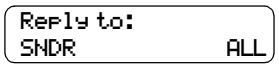
1. Press [Feature] [9] [8] [1].

2. Enter your password and press OK or [#].

3. Press PLAY or [2]. Press [6] to listen to your saved messages.

4. Press REPLY after listening to your message.

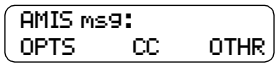
5. Press MSG.



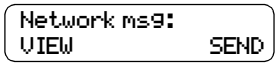
6. Press SNDR to send your reply to the sender only, or press ALL to send your reply to all the people that received the message.

7. At the tone, record your reply message and press OK to end the recording.

8. Press OK to accept your recording.



9. Press OTHR to go to the next display and review or send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.



10. Press SEND to send the message now. Press VIEW if you want to review the number that you entered.

11. Press [Rls] to end this session.